

WORKLOAD INFORMATION**7. WORKLOAD ESTIMATES**

Workload	Occurrences	Frequency
PLANS AND IMPLEMENTATION		
Conduct/attend teleconferences.	120	Annually
Conduct/attend various C4 planning meetings.	420	Annually
Coordinate & annotate Base Plans Reviews	288	Annually
Coordinate & Annotate Base Support Agreements	48	Annually
Coordinate on Systems Site Surveys.	30	Annually
Coordinate installation team activities	336	Annually
Coordinate project requirements/status	588	Annually
Coordinate site support requirements.	360	Annually
Coordinate, review & update of C&IT Communications Systems Installation Records	240	Annually
Coordinate/monitor project material orders	287	Annually
Develop/process C&IT Requirements Documents (receive, staff solution, and distribute results).	3,669	Annually
Implement C&IT projects	30	Annually
Initiate equipment accountability transfers	25	Annually
Initiate projects funding requests documents.	14	Annually
Receive project material	30	Annually
Prepare C4 planning meetings/briefings	364	Annually
Process project support agreements/project packages	84	Annually
Provide input to annual C&IT budget.	12	Annually
Review KAFB C&IT Systems Blueprint	84	Annually
Set up installation acceptance tests.	28	Annually
TELECOMMUNICATIONS SYSTEMS OPERATIONS AND MAINTENANCE (O&M)		
Transfer project files to CSIR files	19	Annually
Perform long-haul telecommunications management, e.g. validate requirements, request new service, assist in troubleshooting, coordinate with off-base agencies and commercial companies	175	Annually
Provide after-hour response and problem-solving services for telecommunications equipment network, telephone switches, telephone end equipment, and copper/fiber optic cable infrastructure in accordance with priority service levels.	626	Annually
Manage, operate, install, design, and offer recommendations on technology refreshment, configuration management, database administration, and other user support for telecommunications infrastructure, systems, and applications	325	Annually
Respond and correct Meridian SL-100 systems alarms	548	Annually
Perform troubleshooting and take corrective action on telephone and wire troubles based on priority basis as listed in general information. Diagnose and replace end-user telephone instruments and equipment. Receive, distribute, maintain, and repair out of service telephone instruments.	1,493	Annually

KEESLER BASE OPERATING SUPPORT
COMMUNICATION & INFORMATION

Workload	Occurrences	Frequency
TELECOMMUNICATIONS SYSTEMS OPERATIONS AND MAINTENANCE (O&M)		
Perform translations for new service on trunks. Install new trunk hardware & software	274	Annually
Performs preventive maintenance on frame, vertical and horizontal hardware. Performs preventive maintenance inspections on MSL-100 hardware and software	887	Annually
Prepare reports on system status and notifies maintenance support of any major outages. . Functions associated with this workload include but are not limited to: a. Maintain database recording all transactions on service of telephone instruments. b. Maintain preventive maintenance inspection listing. c. Update communications systems installation records. d. Monitors and analyzes system reports for possible negative trends and system functionality. e Maintain circuit configuration records and histories	6,250	Annually
Coordinate and work with outside agencies: Functions associated with this workload include but are not limited to: a. To install and maintain feeder circuits. b. To resolve troubles for new installations and existing service. c. Provide telephone and wire support to Gulfport ANG base when requested. d. Provide trouble isolation between local telephone company and interior jacks for base housing. e. Assist in isolation and correction of troubles related to leased circuits. f. Work with ProTel to provide resolution of telephone and circuit related issues for temporary lodging facilities	417	Annually
Remove voice/special/data circuits and/or office trunks. Submits requests for new circuit packs. Ship and receive spare system circuit packs	232	Annually
Perform updates on Helmsman software within 3-duty days after receipt from Nortel. Maintain Helmsman standards for cleanliness of all equipment. Performs systems updates and applies patches as deemed necessary by Nortel and government officials	62	Annually
Maintain FMT-150 Fiber Optic Multiplexers according to Helmsman standards. Install & maintain telephone circuit Multiplexers. Maintain T-1 channel banks. Maintain operator consoles. Install and maintain external signaling devices	50	Annually
Provide protection against unauthorized changes to the system software and database	287	Annually
Maintain power and uninterrupted power supply systems. Install replacement batteries for UPS in the Dial Central Office when requested by higher authority. Monitor batteries for UPS in the Dial Central Office and request replacement when needed. Perform preventative maintenance on batteries for UPS in the DCO. Monitor rectifiers in DCO and request replacement when necessary	475	Annually

Workload	Occurrences	Frequency
TELECOMMUNICATIONS SYSTEMS OPERATIONS AND MAINTENANCE (O&M)		
Review, document, prepare, process and submit Communications Service Requests and customer service requests. Provide technical solutions to customer requirements.	1,662	Annually
Prepare and submit cost estimates for new requirements. Evaluate existing resources and utilize existing assets to the utmost	375	Annually
Provide base operators accurate data for inclusion in the base operator database.	537	Annually
Installs and maintains printers and modem for MAPP position programming and data extraction	87	Annually
Program all necessary tables to install new telephone service	1,250	Annually
Develops budget requirements/unfunded/daily documents	25	Annually
Maintain base telephone wiring for "Colonel's Row" in Bayridge housing section	25	Annually
Install new single and multi-line telephone hardware and program software/Install and run wires for two-wire and four-wire circuits. Installs, removes, and relocates customer premise equipment.	1,624	Annually
Install and maintain conference equipment and software programs. Maintain E911 service on base.	100	Annually
Manage Telephone Control Officer (TCO) program and provide a listing of all long-distance telephone calls to unit TCOs.	113	Annually
CABLE MAINTENANCE		
Install local area network cables inside buildings	75	Annually
Maintain pressurized and non-pressurized copper cable plant	5	Annually
Review and correct CSIRs.	4	Annually
Process requests for digging permits and locate buried cable	261	Annually
Maintain the technical order library and maintain test equipment	62	Annually
Provide and maintain end equipment for fiber optic cable and network equipment	65	Annually
Assess responsibility for damaged communications cabling	169	Annually
Cable assembly	91	Annually
Install direct buried copper cable to buildings	13	Annually
Install and repair underground fiber optic cable	117	Annually
Plan for new installations/develops cost estimates for repair and installations	162	Annually
Conduct or attend planning meetings	187	Annually
LAND MOBILE RADIO		
Install, operate, and maintain the base LMR system to provide reliable wireless voice communications for KAFB LMR customers.	475	Annually
Review and provide technical solutions for LMR, paging and cell phone CSRDs	312	Annually
Maintain and operate KAFB paging system	750	Annually
Maintain and provide cell phone support for KAFB cell phone customer	125	Annually

Workload	Occurrences	Frequency
LAND MOBILE RADIO		
Maintain and provide frequency management and LMR support for all radio frequency (RF) systems used to conduct official government business. Ensure recommended C4 systems are compatible with existing equipment and will not negatively impact the RF spectrum. Submit AF Spectrum Interference Reports (AFSIR) to resolve electromagnetic interference (EMI) Help users identify needs and develop, obtain, and implement technical solutions for user requirements.	50	Annually
Provide pager notification of authorized unit standby personnel including, but not limited to, standby maintenance and base communications center/Defense Messaging System (DMS) personnel	113	Annually
Update LMR Tracking and Recording System (TRS)	900	Annually
DATA NETWORK OPERATIONS AND MAINTENANCE		
Process and approve telecommunications service requests and requirements documents.	918	Annually
Computer maintenance (clean drive heads, defrag drives, ScanDisk, delete old files	4,487	Annually
Configure and maintain the base remote access server equipment.	525	Annually
Operate and maintain data circuits	443	Annually
Install and configure new hardware.	2,800	Annually
Troubleshoot, repair, or reconfigure existing network hardware & software.	9,255	Annually
Network monitoring, analysis and optimization.	5,527	Annually
Network trouble calls.	31,859	Annually
Network user accounts - create/configure. -	10,559	Annually
Network user accounts - unlock/troubleshoot.	23,086	Annually
Process Messages	14,861	Annually
Update Message Notification Letters (MNL)	120	Annually
Install and configure network software (new/existing/updates) and security patches.	5,110	Annually
Resolve hardware/software conflicts.	2,750	Annually
Preventive maintenance actions.	2,112	Annually
Notify recipients of messages	5,436	Annually
Routine work orders	8,287	Annually
System/server administration (review audit and event logs, hard disk backups, etc.)	8,050	Annually
Assist customers with requirements definitions.	3,925	Annually
HARDWARE AND SOFTWARE SUPPORT/ASSET MANAGEMENT		
Develop and recommend hardware and software procurement strategies	250	Annually
Equipment Custodian training	162	Annually
Equipment turn-ins.	2,987	Annually
File Equipment Custodian paperwork.	1,937	Annually
Generate IPMS labels.	2,000	Annually
Inventory/software management	600	Annually
Customer support and education	3,475	Annually

Workload	Occurrences	Frequency
HARDWARE AND SOFTWARE SUPPORT/ASSET MANAGEMENT		
End-user software training	1,125	Annually
IPMS database updates (Additions/Deletions/Transfers)	8,725	Annually
Manage hardware and software refreshment programs	250	Annually
Receive orders and process reports.	350	Annually
Service walk-in customers.	1,350	Annually
Software License Manager training.	1	Annually
Install operating systems and AETC standard applications on new computers (Technical estimate could increase dependent on technical refresh funding)	2,000	Annually
Provide duties as Keesler AFB page master:	22,500 pgs.	Annually
INFORMATION ASSURANCE		
Certification & Accreditation of systems.	20	Annually
COMSEC assessments.	48	Annually
COMSEC inventory	1,525	Annually
EMSEC countermeasure assessment.	22	Annually
Issuing COMSEC material	525	Annually
Processing incoming COMSEC material.	430	Annually
IAAP assessments (COMPUSEC & EMSEC)	1	Annually
STU-III Customer Assistance.	25	Annually
STU-III CIK accounting.	150	Annually
Process TCNOs from AFCERT.	51	Annually
Update TCNO status in AETC Action Tracker	62	Annually
Issuing TS COMSEC material	1	Annually
CUSTOMER SUPPORT AND TRAINING		
Unit COMPUSEC Manager Training.	60	Annually
Unit COMSEC Responsible Officer Training.	22	Annually
Unit EMSEC Monitor Training.	30	Annually
Unit FORTEZZA Security Responsibility Training.	62	Annually
CABLE TELEVISION (CATV)		
Assist customers in developing requirements documents and completing contract modifications.	4	Annually
Conduct pre- and post-site survey with local CATV provider to determine installation cost and ensure proper installation.	13	Annually
Process and complete monthly CATV receiving report and submit to contracting.	12	Annually
Review cable television accounts for accuracy.	126	Annually
MAINTENANCE CONTROL FUNCTIONS		
Coordinate Maintenance Support with outside agencies	113	Annually
Prepare and present briefings	16	Annually
Schedule time change actions	5	Annually

Workload	Occurrences	Frequency
MAINTENANCE CONTROL FUNCTIONS		
Manage CAMS/GUI database	1,525	Annually
Provide weather notice to airmen (NOTAMs)	430	Annually
Act as 24/7 contact point to receive trouble calls and complaints from customers. Control all maintenance actions that cause a change in equipment status and dispatch technicians. .	1,799	Annually
Maintain current inventory of all mission essential end items to include (equipment identification numbers, local standard reporting designator, and local serial number) and reportable missions.	12	Annually
Maintain status of all active and deferred outages and PMIs. Reconcile those deferred awaiting parts with Material Control	225	Annually
Prepare and maintain master Preventive Maintenance Inspection (PMI) schedule. Schedule and close reportable Preventative Maintenance Inspection s, schedule non-reportable PMIs.	1,022	Annually
BASE LOCATOR FUNCTIONS		
The Base Locator Calls	12,684	Annually